



HEAD OF IT INFRASTRUCTURE. VILNIUS, LITHUANIA

Head of IT Infrastructure

Avia Solutions Group is the leading aviation business group, operating across all the continents with offices in Ireland, USA, Asia Pacific, UAE, Lithuania, South Africa, Australia. Backed by 12,000 highly skilled aviation professionals, the group is the largest global ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operating around 140 aircraft fleet. The Group also provides various aviation services such as MRO (maintenance, repair, and overhaul), pilots and crew training, ground handling and other interconnected solutions

We are looking for an experienced Head of IT Infrastructure to lead our IT Infrastructure unit and ensure the reliable, secure, and efficient delivery of infrastructure services across our global organization.

Our Digital Technologies department combines IT governance and management with the delivery of IT services to our subsidiaries. We act as an internal IT service provider, similar to an MSP, supporting multiple internal customers with different business needs, locations, and operational requirements. The IT Infrastructure unit is part of IT Service Delivery and Operations and includes Microsoft Platform, Cloud Infrastructure, Networks, and Linux teams.

You will lead a team of 12 experienced infrastructure subject-matter experts, including two Tech Leads responsible for Microsoft Platform and Networks, with expertise across Cloud Infrastructure and Linux. Managed infrastructure scope ~5,000 users, 500+ servers, 300+ network devices and ~35 network sites, delivered across multiple subsidiary companies worldwide.

Key responsibilities:

- Lead and develop the IT Infrastructure unit, enabling strong ownership, autonomy, collaboration and accountability across technical domains.
- Ensure reliable day-to-day IT infrastructure operations, service availability, performance, capacity and operational resilience.
- Lead the IT Infrastructure function across its IT Operations, Solution Delivery and Engineering responsibilities, ensuring clear ownership, effective collaboration and reliable service delivery.
- Connect expertise and coordinate dependencies across Infrastructure, Service Desk, IT Service Delivery, Cybersecurity, Enterprise Applications, subsidiary IT teams and external partners.
- Manage infrastructure projects and changes in accordance with the Project Management framework and Change Management process.
- Ensure infrastructure services follow ITSM/ITIL practices and continuously improve service quality, operational discipline and customer experience.
- Ensure infrastructure business continuity and resilience, including high availability, backup and disaster recovery, while supporting risk and lifecycle management.
- Contribute to infrastructure financial planning, cost optimization and lifecycle management, while strengthening operational discipline through risk management, major-incident follow-up,

automation, monitoring optimization and knowledge management.

- Create an environment where respectful technical challenge and constructive disagreement contribute to better decisions, improved ways of working and higher service quality, with clear communication of technical risks and business impact.

Requirements:

- Bachelor's degree in Information Technology, Computer Science, or a related field.
- Proven experience in IT Infrastructure, covering Microsoft, Linux, networking, and cloud technologies.
- Experience leading and developing technical infrastructure teams.
- Strong understanding of IT operations, infrastructure engineering, and solution delivery.
- Experience with ITSM/ITIL and structured change management.
- Strong customer service orientation and stakeholder management skills.
- Ability to work effectively in a fast-paced, international IT environment.
- Excellent communication skills and very good English, both written and spoken.

What we offer:

- The opportunity to lead a global IT Infrastructure function supporting multiple subsidiary companies.
- A role combining technical leadership, people management, IT operations, and service delivery.
- The opportunity to shape infrastructure services and contribute to group-wide IT initiatives.
- A dynamic international environment where reliable IT services directly support business operations.
- Opportunities for professional and personal growth; foreign language training.
- Gym and Yoga classes for your physical health.
- Children's room where you can leave your kids to play with supervision.
- Well-being initiatives focused on creating a healthy, balanced and engaging work environment.

Salary starting from 5500 EUR (including taxes), with potential range based on experience discussed individually.

Final candidates will be required to undergo an internal company's background verification process.

Salary: from 5500 € (brutto)

Avia Solutions Group, the world's largest ACMI (Aircraft, Crew, Maintenance, and Insurance) provider, operates a fleet of 107 aircraft on 6 continents. Supported by 11,000 professionals, the group is the parent company to over 250+ subsidiaries including Avion Express, BBN Indonesia Airlines, and Klasjet. The group also provides a range of aviation services: MRO (Maintenance, Repair, and Overhaul), pilot and crew training, ground handling, as well as a variety of associated aviation.